County of San Diego

Community Corrections Partnership

March 28, 2013

AB 109 Customer Profile
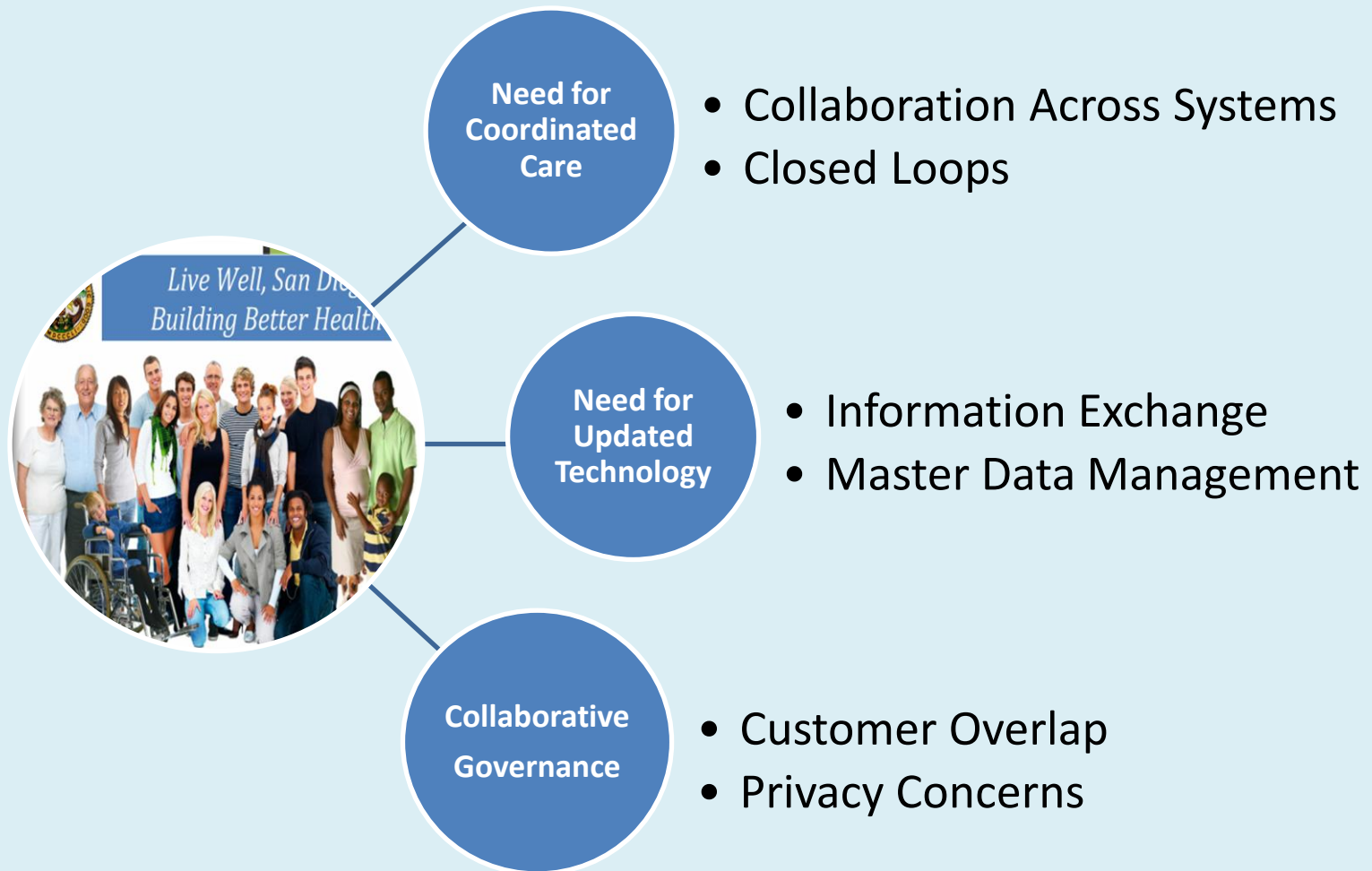
Health & Human Services Accessed by the AB109 Population

Knowledge Integration Program

March 28, 2013

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Background: KIP Origins

Need for Coordinated Care

- Collaboration Across Systems
- Closed Loops

Need for Updated Technology

- Information Exchange
- Master Data Management

Collaborative Governance

- Customer Overlap
- Privacy Concerns

Live Well, San Diego! Building Better Health

Live Well, San Diego!

Background: Profile Summary

- **Access to Data**
  - Collaborative effort between HHSA and Probation
  - Memorandum of Understanding
  - Authority memo
  - Program data stewards
- **Match Process**
  - Manual Data Match and Profile Creation
    - Extracts from PCMS and 16 HHSA source systems
    - Manual transformation
    - 1 FTE 1 month to complete
  - Data Match Validation
  - Data Quality Assessment

Profile: AB109 Access

AB109 Population Accessing HHSA Services
Snapshot of August 2012

807
37%

1376
63%

■ **Not Accessing HHSA Services**
(63% or 1376 AB109 PRCS/MSO)
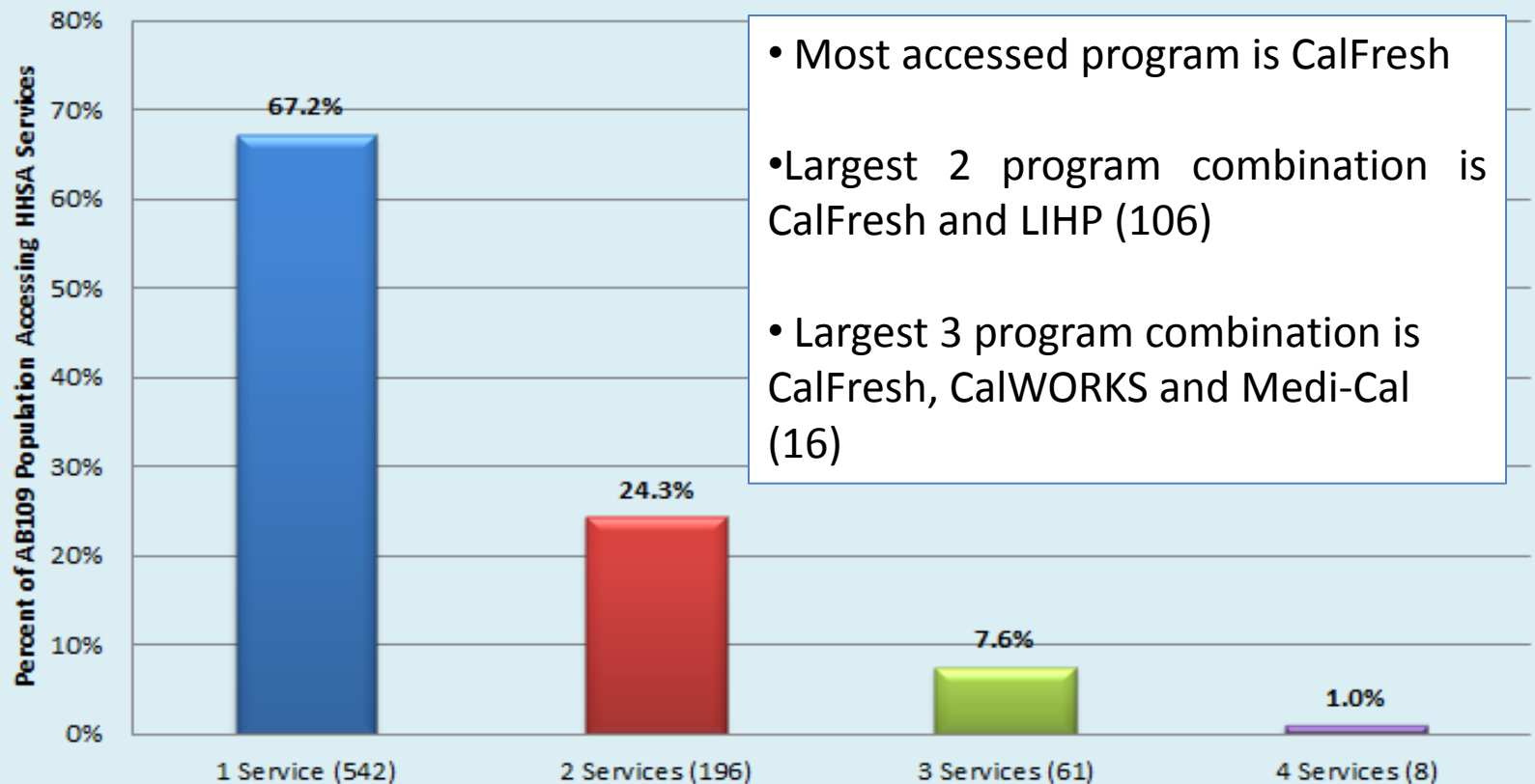
■ **Accessing HHSA Services**
(37% or 807 AB109 PRCS/MSO)
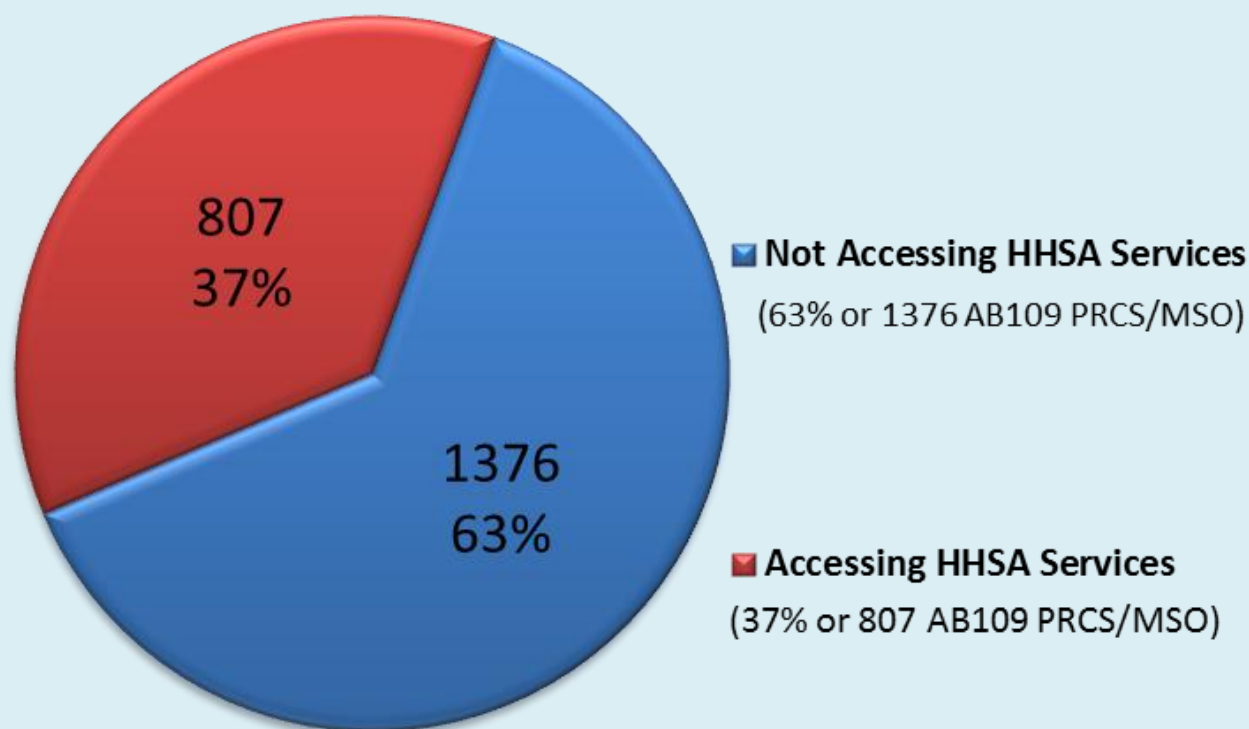
N=2,183   * The Mental Health dataset matched included clients that received services in 8/2012, as opposed to all clients eligible in the month.

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Profile: Use of HHSA Services

AB109 Population Accessing HHSA Services
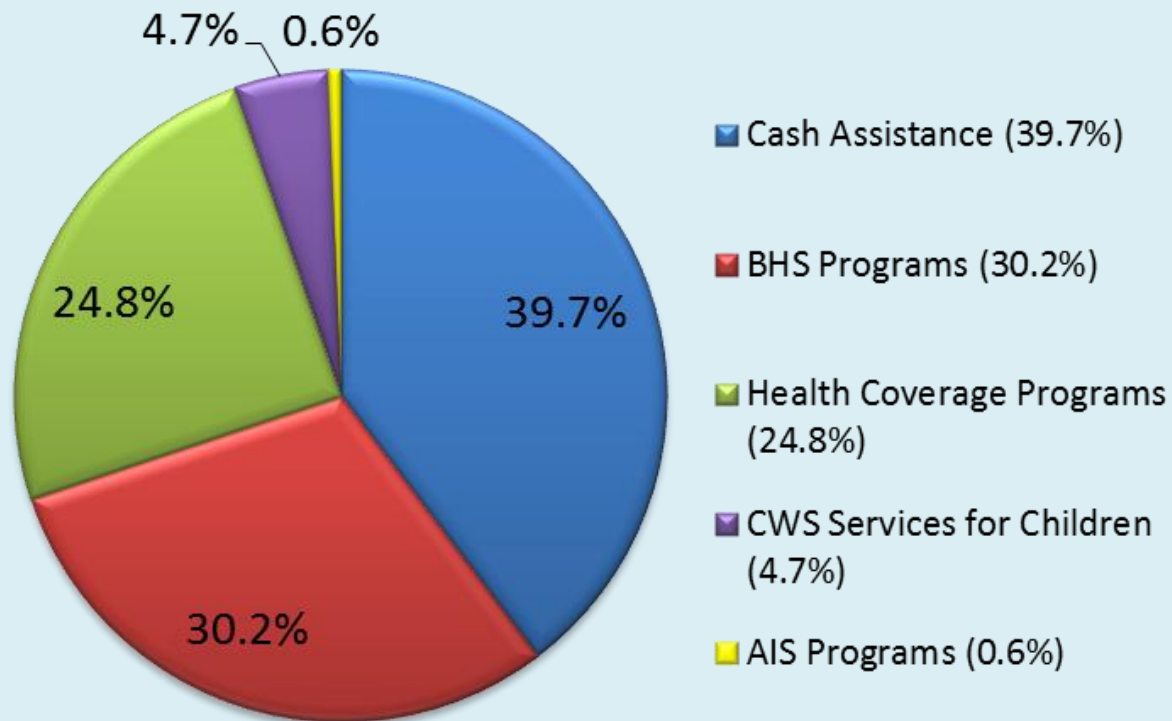**Snapshot of August 2012**

- Most accessed program is CalFresh

- Largest 2 program combination is CalFresh and LIHP (106)

- Largest 3 program combination is CalFresh, CalWORKS and Medi-Cal (16)

Chart data:
- 1 Service (542): 67.2%
- 2 Services (196): 24.3%
- 3 Services (61): 7.6%
- 4 Services (8): 1.0%

N=807 Note: Unduplicated count

Percent of AB109 Population Accessing HHSA Services

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Profile: HHSA Program Participation

AB109 Population By HHSA Program Category
Snapshot of August 2012

4.7%   0.6%

24.8%

39.7%

30.2%

- Cash Assistance (39.7%)
- BHS Programs (30.2%)
- Health Coverage Programs (24.8%)
- CWS Services for Children (4.7%)
- AIS Programs (0.6%)

N=1149   Note: Duplication exists for clients in multiple programs.

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Profile: Participation Validation

Match Accuracy (August 2012): CalWIN & Authmed

- 1 / 1% — Would've Matched
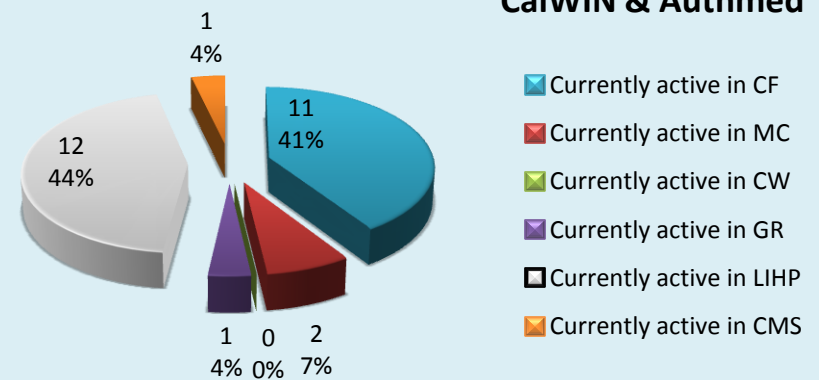- 91 / 99% — Valid No Matches
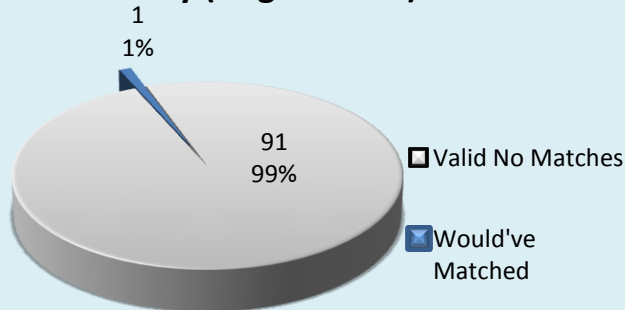
Sample Size: 92
Confidence Level = 95%
Margin of error = +/- 10

HHSA eligibility service provision to an additional 20% +/-10 of the August 2012 AB109 population

August 2012 AB109 Population Active in January 2013: CalWIN & Authmed
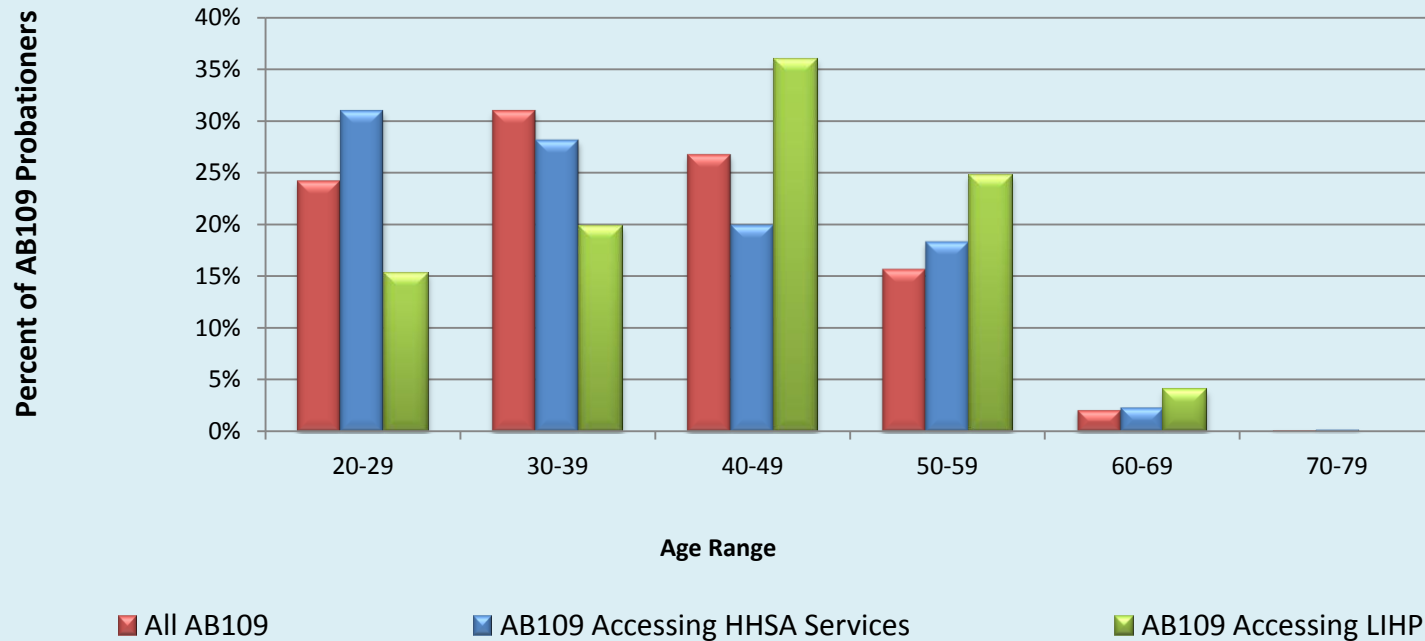

- 11 / 41% — Currently active in CF
- 2 / 7% — Currently active in MC
- 0 / 0% — Currently active in CW
- 1 / 4% — Currently active in GR
- 12 / 44% — Currently active in LIHP
- 1 / 4% — Currently active in CMS

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Profile: Gender

Gender Comparison of Total AB109 Population to Those Accessing HHSA Services and LIHP
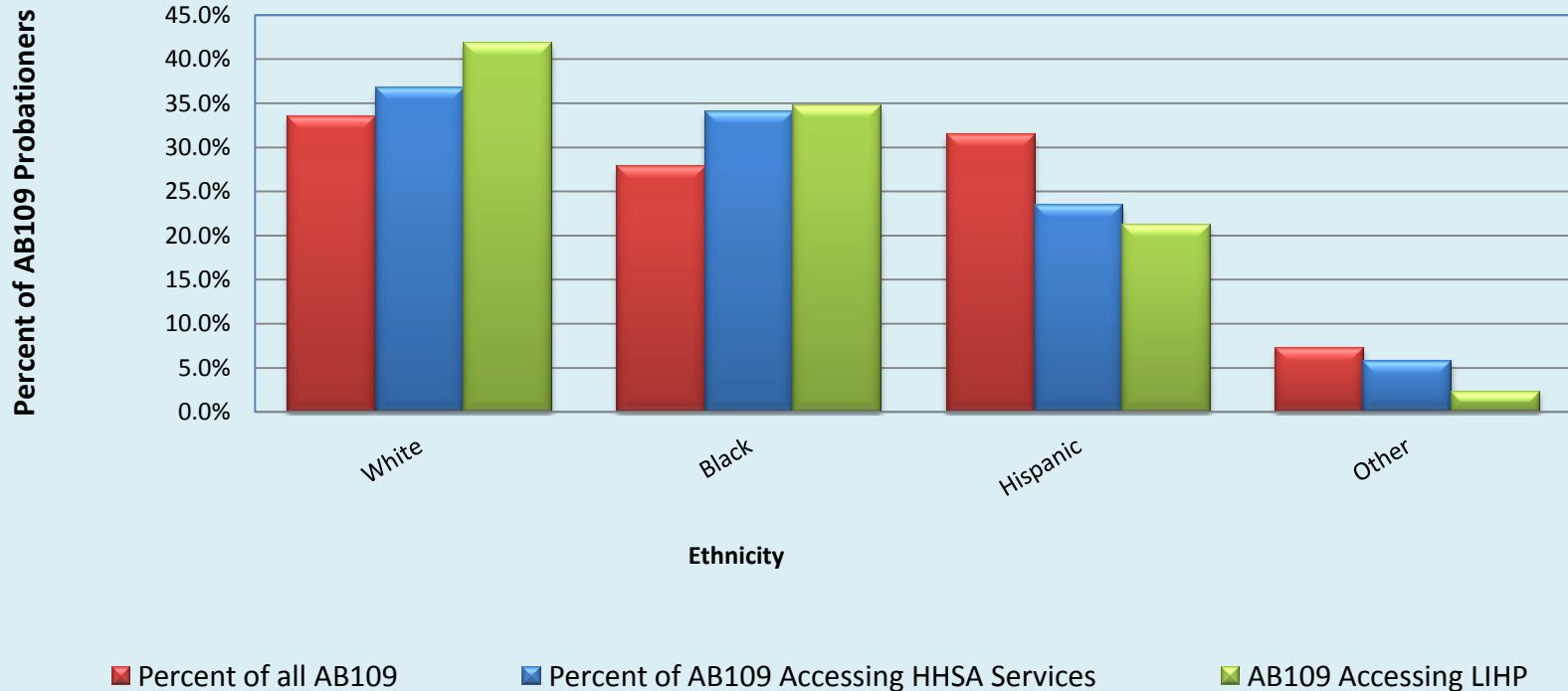

- All AB109
- AB109 Accessing HHSA Services
- AB109 Accessing LIHP
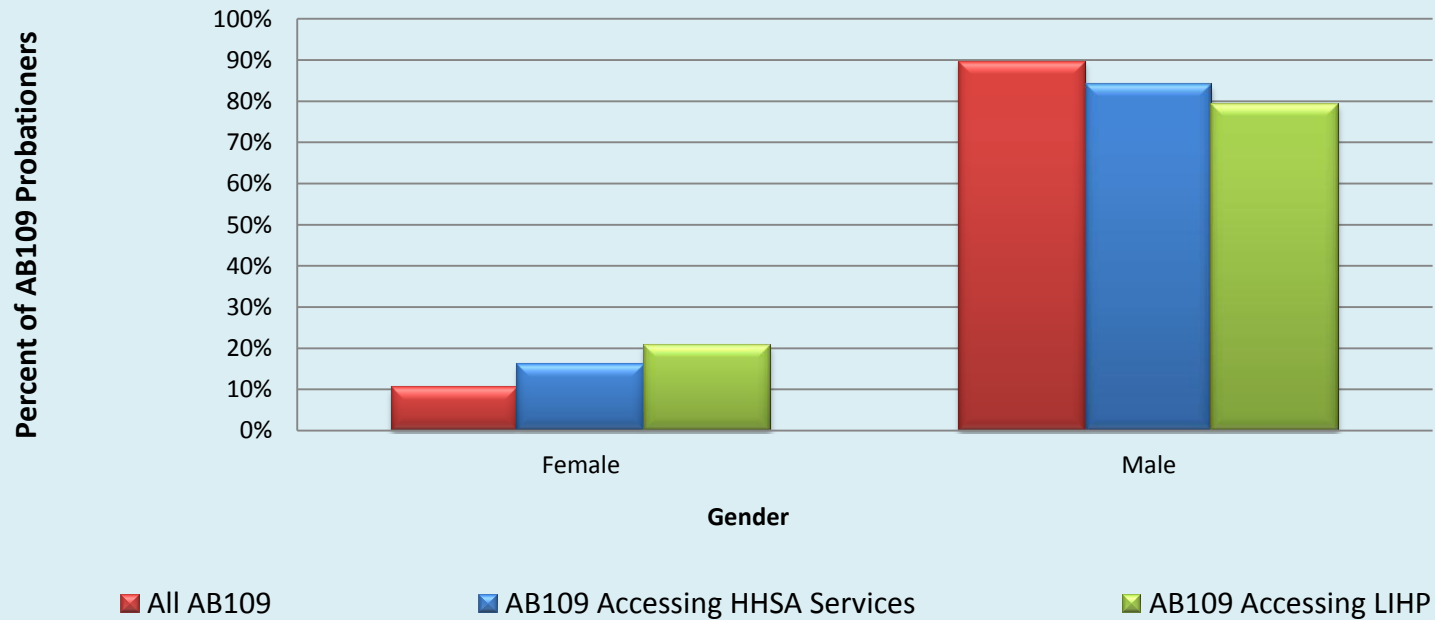
Profile: Age Range

Age Range Comparison of Total AB109 Population to Those Accessing HHSA Services and LIHP

Chart legend: ■ All AB109   ■ AB109 Accessing HHSA Services   ■ AB109 Accessing LIHP

Y-axis: Percent of AB109 Probationers (0% to 40%)
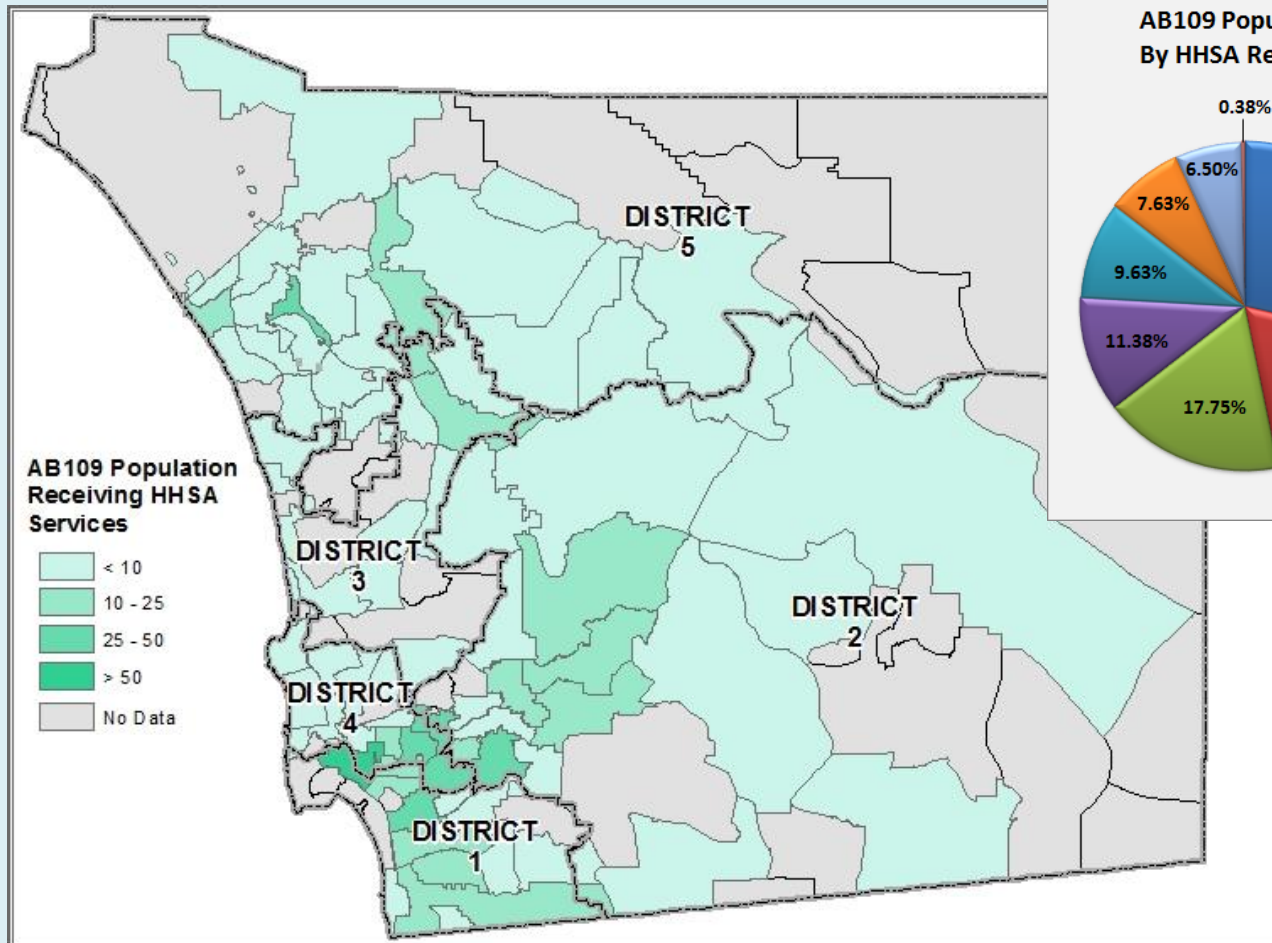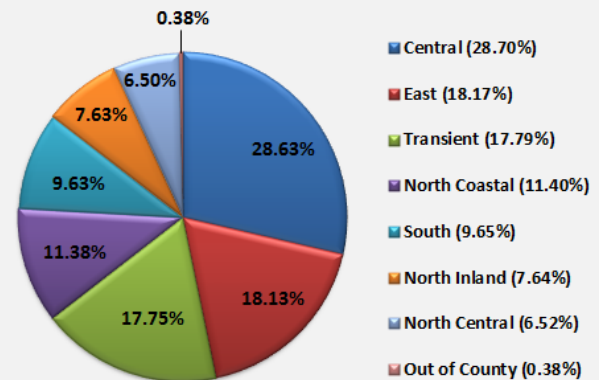
X-axis: Age Range (20-29, 30-39, 40-49, 50-59, 60-69, 70-79)

Profile: Race/Ethnicity

Ethnicity Comparison of Total AB109 Population To Those Accessing HHSA Services and LIHP
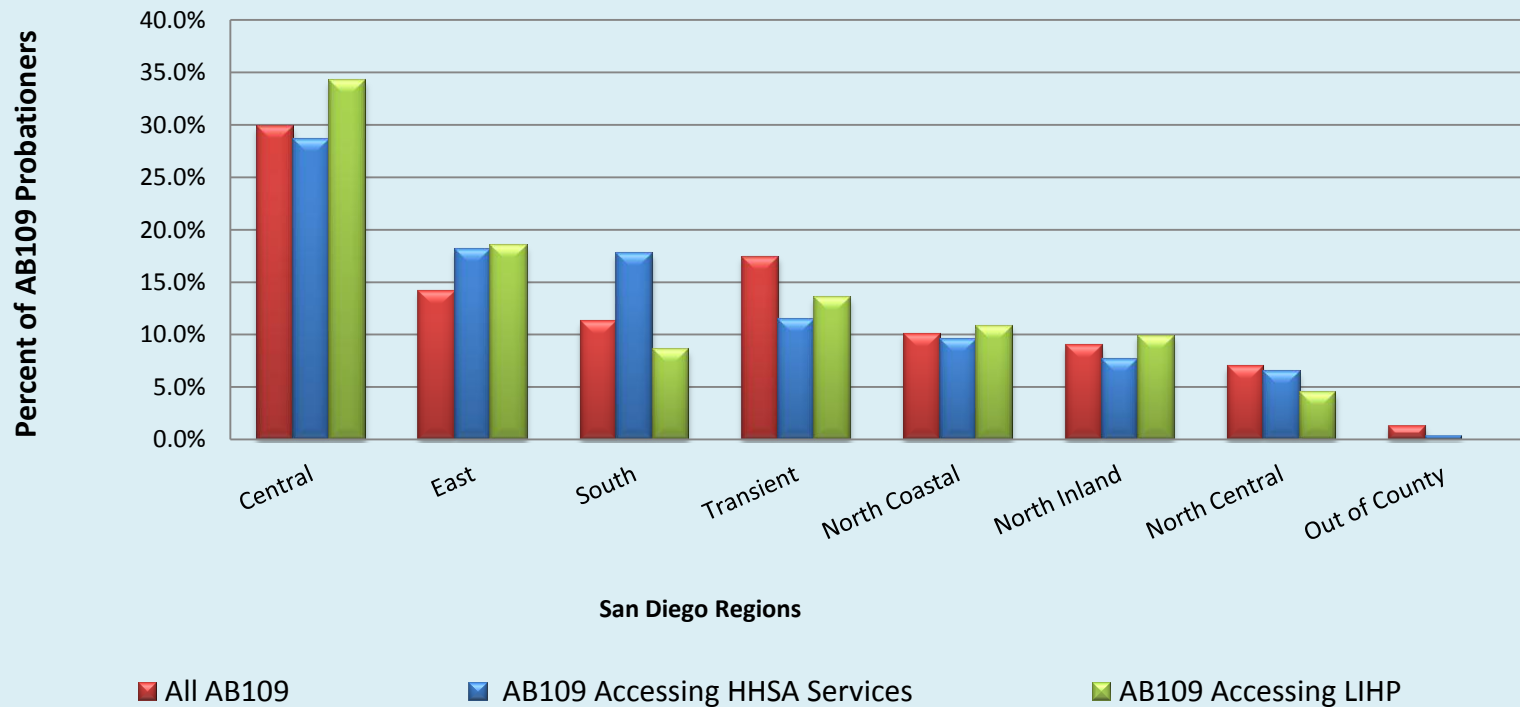

Chart: Percent of AB109 Probationers vs. Ethnicity (White, Black, Hispanic, Other)

Legend:
- Percent of all AB109
- Percent of AB109 Accessing HHSA Services
- AB109 Accessing LIHP

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Profile: Geographic Distribution

AB109 Population Accessing HHSA Services By HHSA Region - Snapshot of August 2012

- Central (28.70%)
- East (18.17%)
- Transient (17.79%)
- North Coastal (11.40%)
- South (9.65%)
- North Inland (7.64%)
- North Central (6.52%)
- Out of County (0.38%)

AB109 Population Receiving HHSA Services
- < 10
- 10 - 25
- 25 - 50
- > 50
- No Data

Profile: Geographic Distribution

Regional Comparison of Total AB109 To Those Accessing HHSA Services and LIHP

Legend:
- All AB109
- AB109 Accessing HHSA Services
- AB109 Accessing LIHP

X-axis (San Diego Regions): Central, East, South, Transient, North Coastal, North Inland, North Central, Out of County

Y-axis: Percent of AB109 Probationers (0.0% to 40.0%)

Profile: Summary

- Demographic
  - Predominantly male, under 50, accessing Cash Assistance, Health Coverage or Behavioral Health Services
  - Families and Single individuals
  - No single, predominant race/ethnicity
- Geography
  - Disparity in residence/access
  - High degree of transience

Next Steps

- Establish a (Manual) Profile Strategy
  - Profile Content
  - Profile Frequency
  - Alignment with Service Delivery

- Establish KIP Data Management Governance
  - Security
  - Privacy
  - Retention
  - Quality
  - Standards

Thank You

County of San Diego

Community Corrections Partnership

March 28, 2013

Occupational Outlook Report
Focus on Reentry

Philip Jordan, BW Research Partnership

Agenda

1. Introductions and Goals

2. Why Study Reentry

3. Overview of Methodology

4. Key Questions and Related Findings

5. Preliminary Conclusions and Recommendations

6. Facilitated Discussion and Next Steps

Goals

Review and Discuss Study Findings

Discuss Current Efforts

Next Steps

Why Study Reentry?

Why Study Reentry?

National Concern

California Budget Crisis

Jobs are Few,
Challenges are Great

Overview of Methodology

Methodology

Analysis of OOR Data

Interviews with Executives

Survey of Employers

Resume Panels (Live and Online)

Selected Industries

Industry Focus

Manufacturing

Construction

Automotive Repair

Trade and Logistics

Retail

Hospitality and Leisure

Barriers
and
Obstacles

Challenges to Reentry

Dated skills

Competition

Interpersonal skills and workplace etiquette

Fear and bias

Experience

Highlighted Findings

39%

Employ formerly incarcerated workers

The Crime Matters

Felonies

Violent Crimes

Fraud/Theft

Despite challenges & high unemployment, skills and experience can make the difference

Survey Findings

59% reported increased willingness to hire with screening, evaluation, and training

68% reported increased willingness with references from program providers

Case managers increase willingness to hire in **51%** of employers

38% of employers reported willingness to offer shadow coaching and internships

Occupational Data

Construction

Occupation	Yes	No	N/A or DNE
Laborer or helper	76%	14%	10%
Construction Foreman	48%	31%	21%
Specialty Trade Contractor	48%	17%	35%
Administrative Assistant or Clerk	41%	48%	10%
Financial Clerk or Accountant	21%	69%	10%
Manager or Site Manager	60%	10%	30%

Manufacturing

Occupation	Yes	No	N/A or DNE
Assembler	37%	0%	63%
Laborer or Helper	80%	3%	17%
Manager or Supervisor	47%	53%	0%
Quality Control Technician	60%	3%	37%

Automotive Repair

Occupation	Yes	No	N/A or DNE
Administrative Assistant	58%	26%	16%
Professional Staff	50%	26%	24%
Entry Level Technician or Support Worker	84%	0%	16%

Retail

Occupation	Yes	No	N/A or DNE
Cashier	31%	31%	37%
Customer Service Representative	63%	23%	14%
Manager	46%	34%	20%
Accounting or Administrative	31%	46%	26%

Logistics and Transportation

Occupation	Yes	No	N/A or DNE
Driver, Truck	55%	18%	26%
Laborer or Mover	60%	11%	30%
Weigher	14%	14%	73%
Logistics Operator	30%	16%	54%
Manager, Supervisor	44%	42%	14%
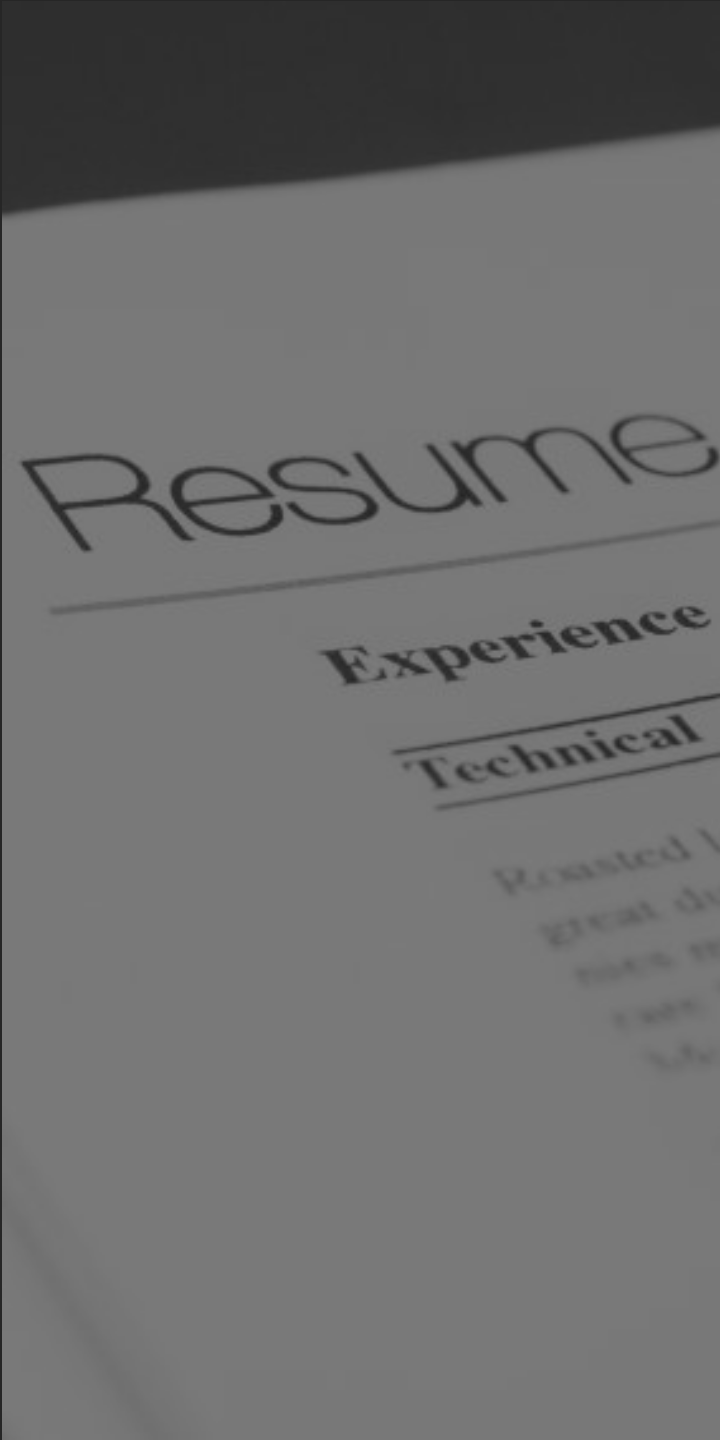
Resume Panels

Live Panels

Employers reviewed resumes during interview

Online Panels

Employers reviewed resumes during and responded to online prompts

General Findings:

Resume Panels

Resumes are Important

A solid majority used the terms "**huge**," "**very important**," or "**critical**" when describing resumes.

Resumes ranked low, however, as compared to the **interview**, **education**, and **experience**.

With a few exceptions, social media has not replaced the resume.

Highlight Skills

Employers did not want to search for qualifications

Many are burned out with bad resumes or candidates without specific skills

Resumes must be tailored to the specifics of the position

Employers Like Referrals Best

Though many use other methods, **word of mouth** and **networks** are **most important**.

Applicants should focus on getting in front of potential employers in person.

Violent Crimes are Problematic

The overwhelming response of employers is that violent crimes (and to a lesser extent, fraud) are non-negotiable. Though a few don't check at all, there is little hope of success with these candidates.

Recent History is Much More Important than Long Past

Employers are looking for how the applicant has committed to a life of change.

Clean and sober is a start, with strong supports (family, housing, counseling, etc.)

Honesty is key – employers are going to find out so be up front.

Ability Matters

Employers will take a shot on the best skilled candidate, despite the past

Credentials can help

Technical training leading to industry-specific credentials

Counseling and support

Work-readiness training

Screening and evaluation

Awareness

Next Steps

Understand Who Is Being Released

Demographics

Criminal History

Health

Substance Abuse

Employability

Housing

Identify State and Local Policies

Sentencing Guidelines

Release and Post-Release Regulations

Probation and Supervision Policies

Understanding Where Prisoners are Going

Which Communities?

What Services are Available?

What Organizations are Present?

Why are They Re-Offending?

Review Recidivism Data

Analyze Participation Statistics

Examining Reentry Process

What % Participate in Workforce Reentry Programs?

What % Use Other Available Services?

What are the Key Steps to Prepare Prisoners and their Families?

How are Reentering Individuals Prepared for Employment and Connected to the Local Labor Market?

Occupational Outlook Report
Focus on Reentry

Thank you very much!

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[bw] **RESEARCH** PARTNERSHIP

GREEN LMI

County of San Diego

Community Corrections Partnership

March 28, 2013